

# Jag Singh

(206) 304-3009 | [jagrajs@icloud.com](mailto:jagrajs@icloud.com) | [LinkedIn](#) | [GitHub](#) | [Website](#)

## Experience

### Microsoft

**Support Engineer, XBOX Refunds** | Remote

*March 2020—Present*

- Analyze customer data for financial troubleshooting.
- Perform criteria checks for refund eligibility and fraud prevention.
- Process multiple cases per day to reduce customer wait time and increase satisfaction.
- Quickly learn new tools and train peers to support overwhelmed teams remotely.

### Microsoft

**Product Advisor** | Redmond, WA | Bellevue, WA

*May 2018—Present*

- Deliver workshops and personal trainings to educate and inspire clients.
- Generate business leads to grow the sales pipeline and generate recurring revenue.
- Troubleshoot and resolve common technical problems.
- Lead hands-on demos of Microsoft products to create new fans and drive excitement in store.

## Projects

### [MIT Course View Count Analysis](#)

Collected, cleaned, and visualized YouTube MIT course view count data.

**Tech:** Python, pandas, matplotlib, YouTube Data API, Data Analysis, Data Visualization

### [Cryptocurrency Lottery](#)

Built a text based lottery game to demonstrate the security of cryptocurrency private keys.

**Technologies:** Python, Blockchain API, Cryptography, Object-Oriented Programming

## Education

**Bachelor of Arts in Communications** | University of Washington

*2014–2017*

- Coursework included advanced public speaking and a concentration in mathematics.

## Skills

**Programming Languages:** Python (numpy, pandas, matplotlib, scipy, sympy)

**Database Management:** SQL

**Markup & Web:** LaTeX, HTML, CSS

**Productivity:** Microsoft Office 365, Apple iWork, Google G Suite

**Languages:** English, Punjabi